



United States Department of State

FLO: Managing Your Unaccompanied Tour

Resources,
Publications, and
Personal Contingency
Planning

A publication of the Family Liaison Office (FLO)





Introduction

The Department of State's Family Liaison Office (FLO) recognizes the unique stresses, questions, and concerns that arise when employees serve at an unaccompanied post and the impact a temporary separation from family and friends can have. FLO's Unaccompanied Tours Support Office is devoted to supporting employees and family members in this situation. "Family members" includes spouses, partners, parents, siblings, adult children, and anyone whom you consider your family. This pamphlet was designed to introduce you to the many resources available to you.


We invite you to contact us at FLOaskUT@state.gov at any time in order to assist you directly.

Where to Start?

Embarking on a tour at an unaccompanied post affects the employee and their family members in many different ways. While these differences may vary in scope, each makes an impact and all are important.

Employees serving at unaccompanied posts find themselves in a very restrictive environment with marked security concerns. The employee has to face the challenges of this environment without the routine interaction with family and friends. Those who do not accompany the employee also have the added challenge of coping with everyday issues without the participation of their loved one(s). It is not uncommon for children to show their frustration or fear and act out their anger over the departure of a parent. Parents of the employee serving at an unaccompanied post often have their own concerns as well.

This is just the beginning.



FLO is here to help you and your family and friends manage some of the issues related to the separation an unaccompanied tour (UT) entails and will assist you to hopefully make the best out of the situation. To learn more and discover other resources such as reading lists, area studies, and tips from the field, visit our internet site: www.state.gov/m/dghr/flo. Please fill out the contact form on our internet site so we may contact you and your family and friends to share our programs and services and be the point of contact on any unaccompanied tours-related issues or questions.

Programs For You

Online Community

INTERNET | HomefrontUS-subscribe@yahoogroups.com

HomeFrontUS is a Yahoo group for family and friends of employees serving at unaccompanied posts. It provides an arena for private community e-mail dialog and allows members to connect with other members in their geographic area. Spouses, partners, children, parents, siblings, and friends of employees at unaccompanied posts are invited to join.

MHN Support Services

INTERNET | www.members.mhn.com

(company code: 'unaccompaniedtour')

PHONE | 800.213.5811

MHN Support Services provide customized solutions to the unique challenges encountered during an unaccompanied tour and offers appropriate assistance or referrals to help resolve emotional, health, family, and work issues. Visit the website to access unaccompanied tours-related articles and tips. MHN services are available through web, phone, and in-person. MHN is not affiliated with the State Department's Medical Services. Communication is confidential.



IQ: Information Quest

INTERNET | www.worklife4you.com

(screen name: statedepartment, password: infoquest)

PHONE | 866.552.4748

IQ is the Department of State's contracted resource and referral service for employees and their family members. Use IQ to find resources on home services, schools, eldercare, and legal and financial services.

Children's Workbooks

INTERNET | www.state.gov/m/dghr/flo/c14538.htm

EMAIL | FLOaskUT@state.gov

Age-appropriate handbooks for children up to age eighteen with a parent preparing to serve or serving on an unaccompanied tour are available electronically on the FLO website to request a workbook.

Medals and Certificates of Recognition

INTERNET | www.state.gov/m/dghr/flo/c14538.htm

EMAIL | FLOaskUT@state.gov

Nearing the end of the unaccompanied tour, you may wish to nominate your child for a medal and certificate of recognition. All Foreign Affairs Agency (Department of State, Commerce, Agriculture, USAID, and the Broadcasting Board of Governors) employees serving Permanent Change of Station or long-term TDY assignments at the posts designated "unaccompanied" or "limited accompanied" are invited to participate. Please fill out the form on the FLO website to nominate your child.

Employee Consultation Service (ECS)

INTERNET | www.state.gov/m/dghr/flo/2081.htm

EMAIL | MEDECS@state.gov

PHONE | 202.663.1815

ECS offers limited free, confidential counseling by Department of State licensed clinical social workers.



Deployment Stress Management Program

EMAIL | MEDDSMP@state.gov

PHONE | 202.663.1903

The Deployment Stress Management Program (DSMP) can provide information, education, referrals, initial assessment and brief treatment for problems related to the stress of deployment to high threat areas, unaccompanied tours, overseas crises and other stressful situations encountered by Foreign Service Officers, family members, and State Department employees.

Other areas of support within FLO:

- Family Member Employment and Training
- Crisis Management and Support
- Naturalization
- Education and Youth
- Community Liaison Office Program
- Newsletters: *The Network*, *Global Employment Connections*, and *FLO Direct News*

FLO Internet Resources and Publications

INTERNET | www.state.gov/m/dghr/flo/c9156.htm

Unaccompanied Tours Contact Information Form for Employees and Family Members: Please log on and fill out this form so FLO can stay in contact with employees and family members during a UT.

Unaccompanied Tours: A Decision Tree: A planner to help family decide where to reside during an unaccompanied tour.

Long Distance Relationships and Separated Tours: When Couples Live Apart: Addresses the difficulties and ways to overcome them when living apart from your spouse/partner.

Talking with Youth About War, Crisis, and Natural Disasters

Tips From the Field: reading suggestions, websites, and helpful tips.

FLO e-publications available online for ***The Network*** (updates on job listings in DC area), ***Global Employment Connections*** (information, resources, and job search strategies), and ***FLO Direct News*** (timely information about FLO).

Important Department of State Contacts & Resources

FLO Unaccompanied Tours Support Team

INTERNET | www.state.gov/m/dghr/flo/c14521.htm

EMAIL | FLOAskUT@state.gov

PHONE | 202.647.1076

FLO provides confidential outreach, emotional support, and administrative guidance for employees and their family members before, during, and after an unaccompanied tour.

Department of State Operations Center

EMAIL | SES-O@state.gov

PHONE | 202.647.1512

The Operations Center number is used to contact employees in emergency situations.

Department of State Main Operator

PHONE | 202.647.4000

Office of Casualty Assistance (OCA)

INTRANET | <http://hrweb.hr.state.gov/oca>

EMAIL | oca@state.gov

PHONE | 202.736.4302

OCA provides administrative assistance and on-going support to employees and their family members who are affected by critical incidents, including death of a loved one.



Payroll Customer Support Center

EMAIL | PayHelp@state.gov

PHONE | 800.521.2553 or 877.865.0760

The Payroll Customer Support Center provides a single point of contact for DoS employees with questions regarding salary payments, withholdings, and time and attendance.

Transportation Services

INTERNET | <http://almopsttm.a.state.gov>

EMAIL | TransportationO@state.gov

PHONE | 202.663.0891/0892

Transportation is responsible for moving the personal possessions of employees and families to or from an overseas post.

Employee Relations (HR/ER)

INTRANET | <http://hrweb.hr.state.gov/prd/hrweb/er/index.cfm>

PHONE | 202.261.8160

Develops and provides advice on Department policy for such policies as:

- Leave
- Home leave and R&R
- Family Visitation Travel
- Travel of children of separated families
- Emergency Visitation Travel
- IQ: Information Quest


Office of Allowances

INTERNET | <http://aoprals.state.gov>

EMAIL | AllowancesO@state.gov

PHONE | 202.261.1121

The Office of Allowances develops and coordinates policies, regulations, standards, and procedures to administer the government-wide allowances and benefits program abroad under the Department of State Standardized Regulations (DSSR).



The office can assist with identifying rates and answering questions regarding:

- Separate Maintenance Allowance (SMA)
- Post (Cost of Living) Allowance
- Post (hardship) Differential
- Education Allowance
- Danger Pay

Transition Center at the Foreign Service Institute

INTERNET | www.state.gov/m/fsi/tc/index.htm

EMAIL | FSICTC@state.gov

PHONE | 703.302.7267

The Transition Center provides the following services specific to unaccompanied tours:

- Post information and checklists
- A course on Long Distance Relationships
- A DVD, Making Sense of Unaccompanied Tours: Insights for Couples
- Re-entry resources

Intranet Only Sites

Assignment Afghanistan:

http://hrweb.hr.state.gov/prd/hrweb/dg/assignment_afghanistan/

Assignment Iraq:

http://hrweb.hr.state.gov/prd/hrweb/dg/assignment_iraq/

Assignment Pakistan:

http://hrweb.hr.state.gov/prd/hrweb/dg/assignment_pakistan/

Destination Iraq:

Search "destination Iraq" on <http://intranet.state.gov/>

Personal Contingency Planning Checklist

✓ **Taking the following actions may be helpful to ensure financial, legal, and practical considerations are made:**

- ☐ Make or update your will; update beneficiaries on all insurance policies; execute a power of attorney.
- ☐ Discuss with your family what to do in case of an emergency list emergency notification numbers.
- ☐ Execute a current power of attorney so that an individual can transact business on your behalf. Have several originals and copies made. Consult with your bank or financial institution.
- ☐ Verify someone has access to your checking and banking accounts needed during the assignment.
- ☐ Establish credit and cash that will be adequate for emergencies.
- ☐ Get an automatic teller machine (ATM) card for your bank account that can be used throughout the U.S. and internationally. If you have a joint account, make sure both account holders have cards and know the PIN.
- ☐ Arrange for pick up or forwarding of mail.

✓ **Place the following documents in a safe depository in the U.S. and make sure to have copies of documents:**

- ☐ A copy of your will
- ☐ An original power of attorney
- ☐ Marriage certificate
- ☐ Naturalization papers
- ☐ Military discharge papers
- ☐ Deeds
- ☐ Mortgages
- ☐ Stocks and bonds
- ☐ Insurance papers—life, health, car, house



FLO Unaccompanied Tours Support

INTERNET | <http://www.state.gov/m/dghr/flo/>

EMAIL | FLOAskUT@state.gov

PHONE | 202.647.1076; 800.440.0397



FLO

U.S. DEPARTMENT OF STATE

Advocacy Programs Services

Family Liaison Office (FLO)

Harry S Truman Building
2201 C Street, NW, Room 1239
Washington, DC 20520
Phone: (202) 647-1076; (800) 440-0397
Fax: (202) 647-1670
www.state.gov/m/dghr/flo